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09/735427

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To: Office of Initial Patent Examination

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FROM: Gayle Conner

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MESSAGE:

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HAYNES AND BOONE, LLP

April 23, 2004

VIA FACSIMILE - 1-703-746-9195

Office of Initial Patent Examination's Filing Receipt Corrections
Commissioner for Patents
PO Box 1450
Arlington, VA 22313-1450

Re: United States Patent Application 09/735,427, filed December 12, 2000
In re Applicant: Holden et al.
Entitled: System and Method for Dynamic Queuing in an Automatic Call Distributor
Attorney Docket Number: 22171.177.02

Dear Sir or Madam:

Attached is a copy of the official filing receipt received from the United States Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

Under "Domestic Priority data as claimed by applicant", please correct the serial number to read "60/174,119" and the filing date to read "12/31/1999". An updated Application Data Sheet has been enclosed. Additionally, a copy of the Supplemental Declaration, filed under separate cover, is enclosed for your reference.

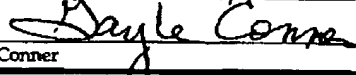
Applicants respectfully request approval.

Very truly yours,



David L. McCombs
Attorney for Applicants
Registration Number 32,271
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DLM/lah/gc
Attachments
D1235311.1

Certificate of Facsimile	
I hereby certify that this paper is being facsimile transmitted to the Commissioner for Patents in the United States Patent and Trademark Office on the date shown below.	
Facsimile No:	1-703-746-9195
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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REGD	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2153	1130	11433RRUS01U/22171.177	3	30	8

CONFIRMATION NO. 5622

CORRECTED FILING RECEIPT



OC00000008247983

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HAYNES & BOONE LLP.

Date Mailed: 07/02/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Mark J. Holden, Allen, TX;
Scott L. Orton, Allen, TX;

Domestic Priority data as claimed by applicant

60/174,119, 12/31/1999
THIS APPLN CLAIMS BENEFIT OF 60/174,119 01/23/2000
(*) Data Inconsistent with PTO records.

Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

Title

System and method for dynamic queuing in an automatic call distributor

CODE	DATE	ACTION
AS6	10.23.01	AWAITING CORRECTED RECORDED ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

BY:

TBS 7/9/01

Application Data Sheet

Application Information

Application Number:: 09/735427
Filing Date:: 12/12/2000
Application Type:: Regular
Subject Matter:: Utility
Group Art Unit:: 2151
Title:: System and Method for Dynamic Queuing in an Automatic Call Distributor

Attorney Docket Number:: 22171.177.02
Request for Early Publication?:: No
Request for Non-Publication?:: Yes
Total Drawing Sheets:: 3
Small Entity:: No
Petition Included?:: No

Applicant Information

Applicant Authority Type:: Inventor
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Representative Information

Representative Customer Number::	27683
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Domestic Priority Information

Application::	Continuity Type::	Parent Application::	Parent Filing Date::
This Application	claims benefit of	60/174119	12/31/1999

Assignee Information

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